HUMAN RESOURCES OFFICE
U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 49 - 09

OPEN TO: **All Interested Qualified Bangladeshi Candidates**

POSITION: **Computer Management Assistant, FSN-1805-9**
(Salary approx. Tk. 54,928 per month)

OPENING DATE: **June 18, 2009**

CLOSING DATE: **July 06, 2009**

WORK HOURS: Full-time; 40 hours/5 days per week

The United States Agency for International Development (USAID) in Bangladesh is seeking applications from qualified Bangladeshi nationals for the position of Computer Management Assistant in the Executive Office (EXO).

BASIC FUNCTION:

This position is for a member of the Information Technology (IT) Section of the Executive Office of USAID/Bangladesh.

The incumbent is responsible for providing support to the USAID Local Area Network (LAN) system. This includes support to users in Mission standard Windows applications like MS Word, MS Excel, Outlook, etc. He/She will be

responsible for functional analysis of user operations, requirements gathering and the development of Mission databases and applications to improve user productivity. He/She will take primary responsibility for developing the Mission Intranet site and any other web development. He/She will work with the IT team and Mission personnel to maximize the benefit from standard Windows applications and other software packages.

He/She participates in Mission LAN/WAN operations and maintenance. The incumbent will work with other IT members in maintaining network security and performance which includes our firewall, anti-virus updates, Windows security updates and other network appliances. He/She will assist with server, PC, printer and other hardware setup. He/She will take part in monitoring of various telecommunication links which include dial up, VPN, VSAT and other communication related equipment. He/She shares IT training activities with IT staff and provides leadership and training on a variety of topics.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Provides USAID Information Technology systems and application support to users on all Mission Offices and Advisory Groups. Application support incorporates the use and refinement of hardware, software and user expertise in MS Word, MS Excel, MS PowerPoint, Outlook, and Internet. Develops and prepares training materials and conducts training in Microsoft Windows and other Windows based software including those mentioned above.
2. Provides systems hardware support to users on all offices with regard to troubleshooting, repair and maintenance, relocation, management and maintenance of LAN cabling and cable networks.
3. Participates in LAN configuration planning and implementing activities as conceived by the senior managers of the IT Section and IT internal customers. Installs new software and trains/assists Mission staff in the use of those software.
4. Works with the other Computer Management staff in the installation and maintenance of the USAID LAN/WAN hardware, servers, PCs, printers, routers, scanners including loading client software and setting up of client PCs for trouble free operation.
5. Carries out activities relating to various telecommunications links of the AID network. Monitors the links and reports to the System Manager for any trouble in the link.
6. Performs routine tasks on LAN administration such as: adding new users, maintaining disk directories for users, managing log-in script/profiles and printer locations; selects queues and loads server application software. Interacts with internal users on a day to day basis and provides support on standard application software packages and other agency software installed on the various platforms.

7. Works with the Computer Management staff to ensure that each device on the USAID/Bangladesh network meets the USAID ISSO provided guidelines for security and vulnerability. This involves analysis of the vulnerability scans, evaluation of new components that will be added to the network, implementing security patches, updating anti-virus software and scanning incoming media for viruses as well as training users on computer security.
8. Creates and programs client and web based applications for the Mission users. Programming may include the use of any or all of these application sets and programming languages in addition to others, Access, Macromedia Dreamweaver, Active Server Pages, Visual Basic, JavaScript, VB script and others as necessary. Works with users to understand and gather requirements for software, database and web development. Is primarily responsible for local application development, the Intranet and web development.
9. Other duties as assigned or directed by Mission management and USAID/Washington.

The incumbent is responsible for operating USAID information systems and information security to a level of "Least Privilege", "Separation of Duties", "Individual Accountability" and "Need to Know" as defined in ADS 545.3.2.1 and also below:

Least Privilege - That an individual is granted the most restrictive set of privileges needed to perform an authorized action. This reduces the authorization level necessary to perform each individual action, and decreases the chance that an individual with high privileges may perform unauthorized actions that result in a security breach.

Individual Accountability - That an individual is solely responsible for his or her actions. He or she may be required to explain and defend those actions to organizational authorities that can impose penalties against misuse or abuse of authorized actions.

Need to Know - That an individual, in the performance of his or her duties, has the requirement to access specific information, which would otherwise not be accessible to him or her. He or she must protect the information, using safeguards appropriate to its sensitivity level, to ensure that other individuals who do not have an access requirement or authorization do not access it.

Separation of Duties - That an individual does not have the authority to complete an entire process (multiple independent actions), such that each action acts as a "check" on other actions within the process. This "compartmentalizes" the independent actions, and decreases an individual's ability to perform multiple actions or to complete the entire process, which may result in a security breach.

QUALIFICATIONS REQUIRED:

1. **Education:** A college baccalaureate degree in Computer Science or related field is required.

2. **Language Proficiency:** The Incumbent must be proficient in spoken and written English at Level III and must likewise be fully fluent Level IV in spoken and written Bangla.

3. **Prior Work Experience:** Three to five years of progressively responsible experience in developing Access database applications, working with web applications and complex computer operations in a LAN environment is required.

4. **Knowledge**: Expert knowledge of present day computer technology, telecommunications equipment and Worldwide Web use plus applicability in work processes is required. Expertise in the use and application of standard off the shelf software packages and operating systems, e.g., Windows 2000 is essential. Concepts of systems design, network management, operations and maintenance is desired. Working knowledge on programming with Visual Studio, MS Access and web development is required. Experience as a DBA or with RDMS is preferred.

5. **Skills and Abilities**: Analytical skills in the application of IT tools and resources to resolve problems are required. Good interpersonal skills in dealing with users and user problems are also required.

SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** After an initial application screening, the best-qualified applicants will be invited to a testing process, which will include written examinations and oral interviews. The probationary period for this position is **<u>one year</u>**.

ADDITIONAL SELECTION CRITERIA:

1. The Mission will consider issues such as conflict of interest, nepotism, budget implications, etc., in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. The candidate must be able to obtain and hold a security clearance.

TO APPLY:
Interested Bangladeshi qualified candidates are requested to submit the completed "Application for Employment as a Foreign Service National" Form or a plain resume along with a cover letter. Blank application forms are available at the South barrier (near the Vatican Embassy). In-house interested candidates may collect the form from the Human Resources Section, USAID, Room No. 64, Chancery Building, C/o American Embassy, Dhaka. One of the following options may be used to drop applications:

- General Post Office (GPO) Box No. 2593, Ramna, Dhaka
- FAX: (880-2) 8823648
- By Hand with No Sealed Envelope at the South barrier (near Vatican Embassy)

ONLY complete and up-to-date application will be accepted. Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time. Resume's with any other documents (e.g. certificates, awards, copies of degrees earned) will not be accepted in lieu of the Application Form.

Please refer the Vacancy Announcement Number in the application. It is mandatory.

SUBMIT APPLICATION TO:

Supervisory Executive Officer
Executive Office
USAID, Bangladesh
C/o American Embassy
Dhaka

NOTE*: "Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same*

working unit of an agency. They may be employed in different agencies.
The US Mission in Dhaka provides equal opportunity and fair and equitable
treatment in employment to all people without regard to race, color, religion, sex,
national origin, disability, political affiliation, marital status, or sexual
orientation. The United States Agency for International Development also strives
to achieve equal employment opportunity in all personnel operations through
continuing diversity enhancement programs.

EXO/HR